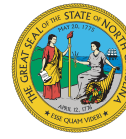# HOW TO LOG IN AND USE THE MOBILE APP

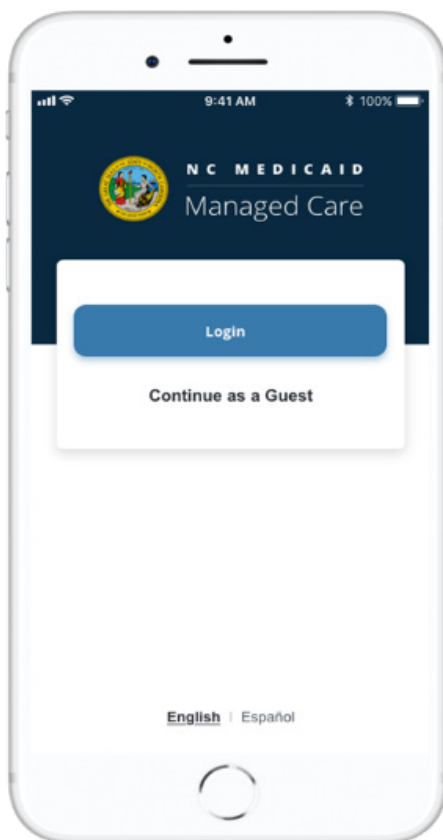**NC DEPARTMENT OF HEALTH AND HUMAN SERVICES**
Division of Health Benefits

You can choose a primary care provider (PCP), choose a health plan and enroll on the NC Medicaid Managed Care mobile app, It is free to download and is available for iOS (version 10.0 or higher) and Android (version 7.0 or higher) devices. The app can be used in English or Spanish.

TO DOWNLOAD AND LAUNCH

Search **NC Medicaid Managed Care** in the App Store for iOS devices (iPhone or iPad) or in the Google Play Store for Android devices.

On iOs devices, click **Get** to begin downloading. On Android devices, click **Install** to begin downloading.
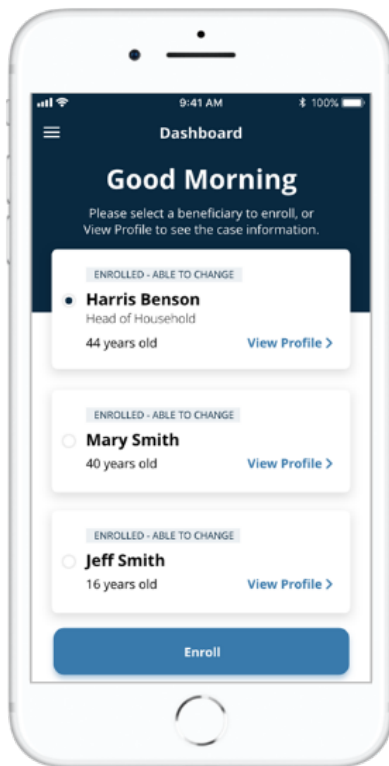
Once downloaded, the icon for the NC Medicaid Managed Care mobile app will show up on your phone with your other apps. Click on the icon to launch the app.
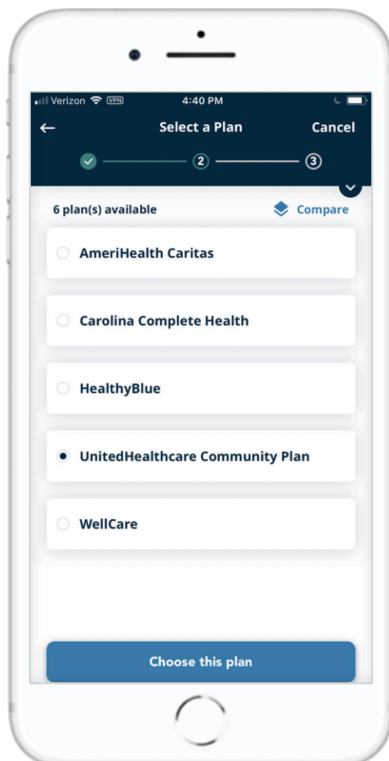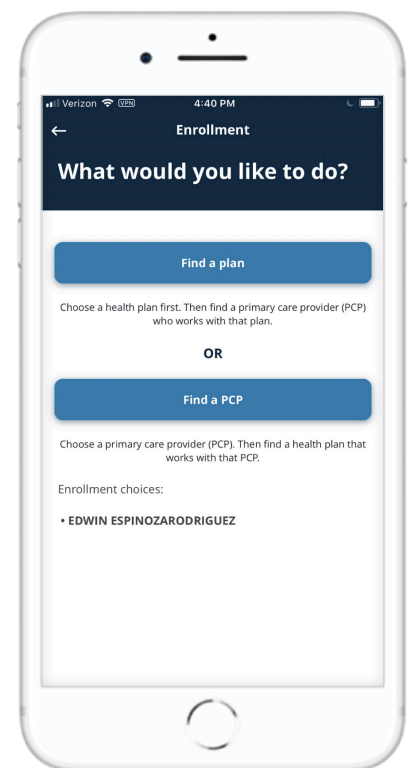

USING THE MOBILE APP

Once launched, you will see a homescreen where you can click **English** or **Spanish** to set language preference. The default language is set to English.

Click **Login** to access all of the features of the app, including searching for a PCP or health plan and completing enrollment.
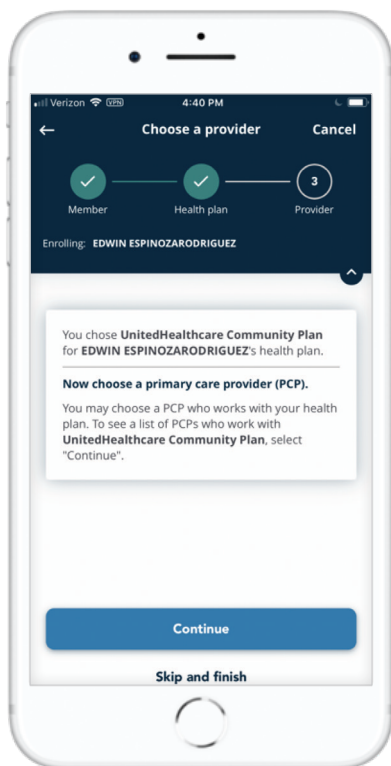
Once logged in, you will see the **Dashboard** with the members of your household listed and the option to **View Profile**. Click on **View Profile** to see your enrollment information, including if you have a selected PCP and/or health plan.

From the **Dashboard**, click the name of the person you would like to make choices for. Then click **Enroll** to begin viewing choices and making PCP and health plan selections. This will take you to a screen with an option to **Find a plan** or **Find a PCP**.
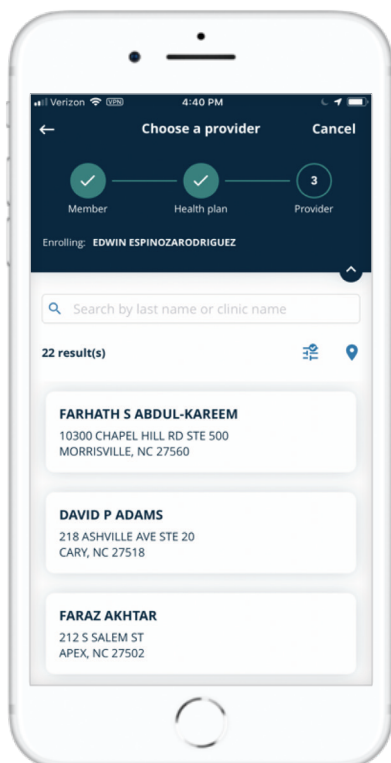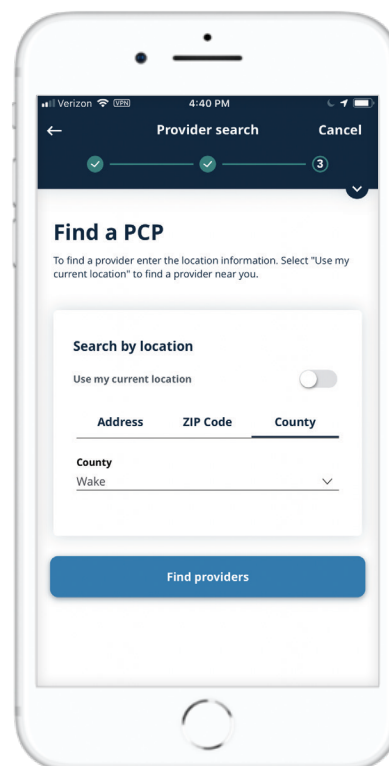

When you click **Find a plan**, you will see the plans available. Click **Compare** in the top right side of the screen to compare the plans you are interested in. Once you are ready to make a selection, select the plan you want and click **Choose this plan**.
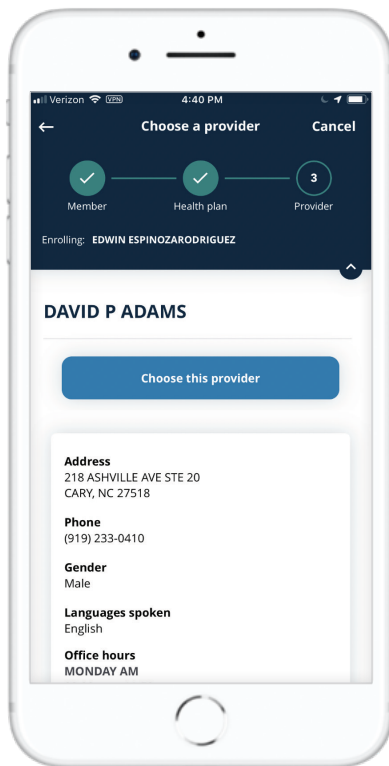
You will see confirmation of the plan you chose and be prompted to continue with choosing a primary care provider (PCP). Click **Continue** to proceed to **Provider search**.

On this page, you can choose to use your current location, or search by address, ZIP code or county. Once you enter your information, click **Find providers**.
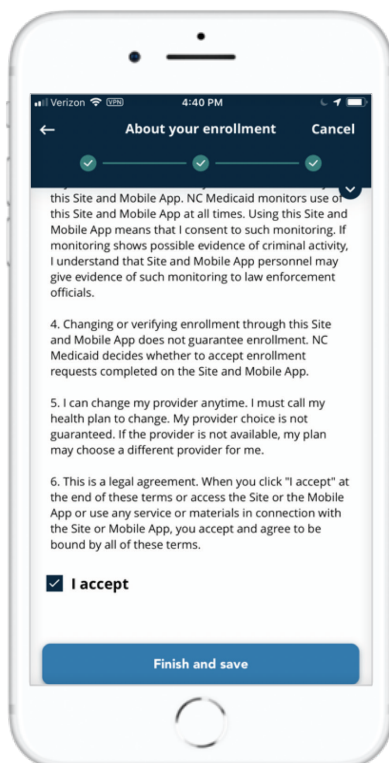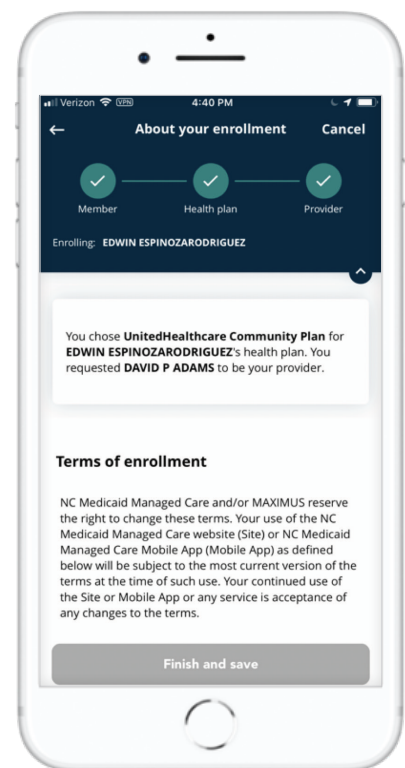

From here, you can search for a PCP by practice name. This will populate results alphabetically in the list view. Click on the location icon on the far right of the screen on the line showing the number of results to toggle to map view.
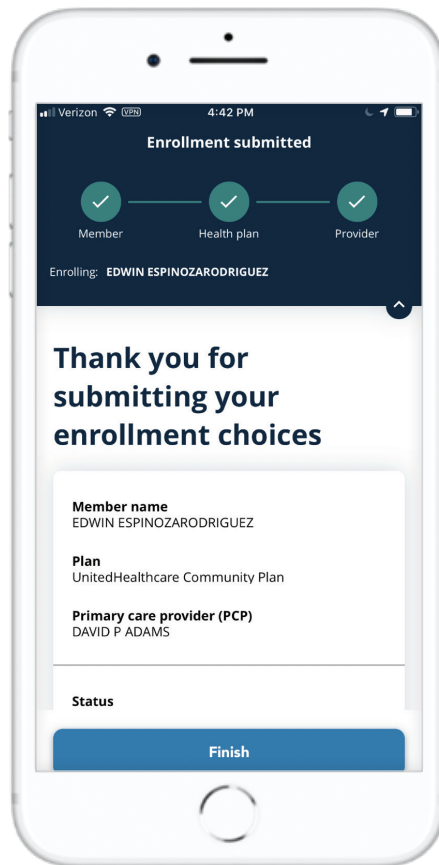
From this screen, click on the name of a PCP to view more information. Once you are ready to select your PCP, click **Choose this provider**.

After clicking **Choose this provider** you will be taken to the **About your enrollment** screen. You will see your selected health plan and PCP in the box at the top of the page.

To submit your enrollment choices, scroll down to read the Terms of enrollment, click the box that says **I accept** and then click the blue button that says **Finish and save**.

Lastly, you will be taken to a screen with a summary of your submitted enrollment choices. Click **Finish** to complete the enrollment session.